# the Influence of Emotional Intelligence on Performance State Civil Apparatus in the Pamong Praja Police Unit West Sumbawa District

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| Article Info | Abstract |
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| | *The aim of this research is to determine the implementation and influence of emotional intelligence on the performance of State Civil Apparatus in the West Sumbawa Regency Civil Service Police Unit. The research method used is the research method Mix method. The population of this study was all ASNs in the West Sumbawa Regency Civil Service Police Unit, totaling 197 people. The sample for this research was 131 people taken using the Jalaludin Rahmat formula with a random proportional random sampling technique. The data collection technique for the ASN emotional intelligence variable used a questionnaire technique. The data analysis techniques used are correlation, regression and determination tests. Based on the results of research data analysis, it can be concluded that: 1) There is a close relationship between emotional intelligence and the performance of Civil Servants within the West Sumbawa Regency Civil Service Police Unit, 2) Based on the regression equation, it can be explained that if ASN has good emotional intelligence, then ASN performance will also increase. 3) Based on the calculation of the Coefficient of Determination (KD) to determine the magnitude of the contribution made by the emotional intelligence variable to the performance variable, it is 69.44%, meaning that the emotional intelligence variable contributes 69.44% to changes in the ASN performance variable. Meanwhile, the other 30.56% also contribute performance comes from other factors, in this case not included in the study."* |
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## 1. BACKGROUND

The performance of Satpol-PP members is influenced by various factors, one of which is emotional intelligence. Emotional intelligence refers to a person's ability to recognize, understand and manage their own and other people's emotions. Emotional intelligence plays an important role in individual success in various aspects of life, including in the work environment (Daniel Goleman).

According to Prof. Dr. H. Muhamad Yusuf, State Administrative Law Expert, Civil Service Police Unit (Satpol PP) officers have a crucial role in maintaining public order and security. Satpol PP, as the institution tasked with enforcing Regional Regulations (Perda), plays an important role in ensuring that local regulations are implemented properly. Their role is very vital in regulating and supervising various activities in society so that they comply with established regulations. In research that highlights the humanist aspect of Satpol PP's duties, Satpol PP officers should be seen as protecting the community, not just as law enforcement officers. They are expected to carry out their duties responsibly, fairly

and professionally. Their role is to protect public interests and ensure that public order is maintained without ignoring applicable principles of justice.

The author felt compelled to develop a research design that would explore the same issue in a different context or locus. Therefore, this research will be outlined in a thesis entitled "The Influence of Emotional Intelligence on the Performance of State Civil Servants in the West Sumbawa Regency Civil Service Police Unit," with the aim of analyzing how emotional intelligence influences the performance of State Civil Servants in the Civil Service Police Unit environment. West Sumbawa Regency and provide new insights that can be useful for developing human resources in this agency.

## 2. RESEARCH PURPOSES

Based on the problem formulation that has been determined, the objectives of this research are as follows:
1. To find out how to implement emotional intelligence among ASN in the West Sumbawa Regency Civil Service Police Unit.
2. To analyze the influence of emotional intelligence among ASN in the West Sumbawa Regency Civil Service Police Unit.

### A. Place and Time of Research

This research was carried out at the West Sumbawa Regency Civil Service Police Unit Office which is located at the KTC Complex, Jl. Bung Karno No.09, Kuang, Kec. Taliwang, West Sumbawa Regency, West Nusa Tenggara.

### B. Research Design

This research method uses *Mixed Methods Research*. *Mixed Methods Research* is a research design based on assumptions such as inquiry methods. This method provides an opinion that shows direction or provides instructions on how to collect and analyze data as well as combining quantitative and qualitative approaches through several phases of the research process. *Mixed Methods Research* focuses on data collection and analysis and combines quantitative and qualitative data (Creswell, John W, & Clark Vicki in Tamsil, 2017).

### C. Population and Sample

In the data collection process, determining the number of members of the population studied must be in accordance with the provisions in order to meet the accuracy requirements of a research. In this regard, Setiawan. (2009) explains that: "The various types of sampling that are often used in an effort to obtain a representative sample (representing the population) will depend greatly on the characteristics of the population. The characteristics of this population are homogeneous and can also be heterogeneous." Setiawan. (2009) stated that the type of sampling used according to the characteristics of the population is:
1. Random Sampling, Sampling carried out based on the rules of probability theory. Included in this category are; Simple Random Sampling (Simple Random Sampling), Stratified Sampling (There are Levels), Cluster Sampling (Through Grouping), and *Systematic Sampling*.
2. Nonrandom Sampling. Sampling does not use elements of opportunity theory in the collection process. What is included in this sampling is; Judgment Sampling, Convenience Sampling, Snowball Sampling, and Purposive Sampling.

Furthermore, in determining the sample it is calculated using the Jalaludin Rahmat formula (in Setiawan.2009) as follows:

$$\frac{N}{\quad\quad}$$

$$n = \overline{1+N\,(e^2)}$$

n= sample size
*N*= population size
*E* =margin of error (0.05 to 5%)
For a population size of n = 197 and margin of error eee = 0.05, substitution into the formula is:

$$n = \frac{n\ \ 197}{1+197\,(0{,}05^2)}$$

n= 131,31

## D. Data analysis

Simple linear regression analysis is used to determine the magnitude of the influence and closeness of the relationship between the independent variable and the dependent variable. In this case, the independent variable is emotional intelligence (X) and the dependent variable is ASN performance (Y). The form of the regression model is as follows.

$$Y = \alpha + \beta X + \varepsilon$$

The steps for linear regression testing analysis are carried out as follows.

### 1) Correlation Coefficient Analysis

Correlation coefficient analysis is used to determine the magnitude of the relationship between the emotional intelligence variable and ASN performance, namely by using Pearson product moment correlation analysis.

The correlation coefficient is a statistical measure that describes how strong and directional the relationship is between two variables. One of the formulas commonly used to calculate the correlation coefficient is the Pearson correlation coefficient (r). The magnitude of the correlation between these variables is done by looking for the correlation coefficient value as follows.

Known:
| | |
|---|---|
| n | = 131 |
| $\sum X$ | = 6627,00 |
| $\sum Y$ | = 6290,00 |
| $\sum X^2$ | = 336.949,00 |
| $\sum Y^2$ | = 303.666,00 |
| $\sum XY$ | = 319.606,00 |

$r_{xy} = 0.84$

Based on the results of these calculations, it can be seen that the correlation coefficient value between emotional intelligence and ASN performance is 0.84. Compared with the provisions of the Guilfort criteria (Rasjisd in Setiawan, 2009), if the correlation coefficient is close to a value of 0.7 - <0.9, it indicates a close relationship between the two variables. Thus, it can be said that there is a close relationship between emotional intelligence and performance.

**2) Simple Linear Regression Equation**

After knowing the value of the correlation coefficient between variables Knowing the values of a and b, the calculations are carried out as follows.

$Y = a + b$

Known:

| | | |
|---|---|---|
| n | = | 131 |
| $\sum X$ | = | 6627,00 |
| $\sum Y$ | = | 6290,00 |
| $\sum X 2$ | = | 336.949,00 |
| $\sum Y 2$ | = | 303.666,00 |
| $\sum XY$ | = | 319.606,00 |

$$b = \frac{n(\sum xy) - (\sum x)(\sum y)}{n(\sum x^2) - (\sum x)^2}$$

$b$= 1.19 units

Meanwhile, profit is calculated *a* are as follows:

$$a = \frac{\sum Y - b(\sum X)}{n}$$

*a* = 12,26

The model shows a value of 12.26 units, meaning that when good emotional intelligence is absent or the variable (X) has a value of zero, performance (Y) is (+) 12.26 units. Meanwhile, the b value is (+) 1.19, indicating that when there is good emotional intelligence of one unit, performance can increase by 1.19 units. The regression coefficient (b) is positive (+) 1.19, meaning that there is a positive influence or comparable relationship between the emotional intelligence variable and the performance variable. Based on the regression equation, it can be explained that if ASN has good emotional intelligence, then ASN performance will also increase.

**3) Coefficient of Determination**

Based on previous calculations, it is known that emotional intelligence influences performance. Next, knowing the magnitude of the contribution made by the emotional intelligence variable to the performance variable is as follows.

The coefficient of determination formula is: KD = r2 x 100%

In the previous calculation, the value r = 0.84 was obtained, so KD can be calculated as follows:

KD =  $(0,84)^2$ x 100%
KD =  0,7056x 100%
KD =   70,56%

### E.  DISCUSSION

Based on research analysis of the emotional intelligence variable, the results obtained were essentially (70.56%). It can be interpreted that these results are in the quite good category, but the emotional intelligence of ASNs in the West Sumbawa Regency Civil Service Police Unit is below the average ideal score/good category. In other words, in general, the emotional intelligence possessed by ASNs when working is not optimal.

The results of the correlation coefficient analysis obtained a value of 0.84%. This means that emotional intelligence has a close relationship with performance. The results of the regression analysis, the value of a is 12.26 units and b is 1.19 units, indicating that there is a positive influence between the emotional intelligence variables on performance. The influence is that if there is good emotional intelligence it will have a positive impact or contribution to the performance of ASN in the Civil Service Police Unit. West Sumbawa Regency.

The results of the calculation of the coefficient of determination show a value of 70.56%. This means that emotional intelligence contributes 70.56% to the performance of ASN in the West Sumbawa Regency Civil Service Police Unit. Meanwhile, 29.44% which also contributed to performance came from other factors, in this case not included in the study.

## 3.  CONCLUSION

Based on research on the influence of emotional intelligence on the performance of ASN in the West Sumbawa Regency Civil Service Police Unit, the following conclusions were obtained:

1.  The results of the research show that the implementation of emotional intelligence among State Civil Apparatus (ASN) in the West Sumbawa Regency Civil Service Police Unit (Satpol PP) is still less than optimal, with some employees experiencing difficulty in managing emotions and communicating effectively, which has an impact on team performance and response to the situation in the field.
2.  Based on the results of the correlation analysis, it states that there is an influence of emotional intelligence on the performance of ASN Civil Service Police Units, namely (0.833) or an influence (Ho: $\rho \neq 0$). The results of the calculation of the coefficient of determination show a value of 70.56%. This means that emotional intelligence contributes 70.56% to the performance of ASN in the West Sumbawa Regency Civil Service Police Unit. Meanwhile, 29.44% also contribute performance comes from other factors, in this case not included in the study.

## 4.  SUGGESTION

1.  It is recommended that management conduct training and workshops on emotional intelligence. This training aims to improve employees' ability to manage emotions and communicate effectively, so that team performance can be improved.
2.  It is recommended to carry out regular evaluations of employee competency development programs. This is important so that progress and its impact on

performance can be monitored, as well as to ensure that employees have the necessary skills to deal with various situations in the field.

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